



Last Updated: 03/09/2022

Update to the Community Mental Health Rehabilitative Services Provider Manual and changes to the Prior authorization process for extensions to Intensive In Home Services (H2012)

The purpose of this memorandum is to notify you of changes to your provider manual. The attached table shows the changes to the manual. Please download and insert the new pages in your manual and retain the attached table. This update informs you of the changes in the Prior Authorization (PA) contractor. Chapter IV has been updated to reflect these changes, and a new appendix (Appendix C) has been added to address prior authorization for Intensive In Home Service (H2012). The changes described in this Memorandum are effective June 19, 2006.

Please review these changes carefully.

KePRO IS THE NEW DMAS PA CONTRACTOR

KePRO is an innovative healthcare management solution company that will conduct PA for extensions for Intensive In Home services. DMAS will continue to process all prior authorizations, appeals, and pended cases with date of receipt up to and including, June 18, 2006.

CHANGES IN THE PA PROCESS FOR EXTENSIONS TO INTENSIVE IN HOME SERVICE

Effective June 19, 2006, KePRO, DMAS' new PA Contractor, will accept PA requests for extensions for Intensive In Home Services. Continued Intensive In Home Services for children and adolescents **beyond the initial 26 weeks** requires prior authorization. During the treatment year, there may be additional services provided when prior authorized. The initial 26 weeks must be used



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within one year of the first date of service (anniversary date) and cannot be carried over into subsequent years. To request an extension of service time, contact KePRO, the DMAS PA contractor, within a maximum of 4 weeks prior to the end of the initial 26 allowed weeks of treatment. PA for other later medically necessary episodes of care may be requested at any time

during the treatment year after the initial allowed 26 weeks of service has been utilized. PA determinations will be made using DMAS Criteria.

KePRO's hours of operation are from 8:00 a.m. to 7:00 p.m., Monday through Friday, EST (except on some state holidays). Specific information regarding the PA requirements and methods of submission may be found at the contractor's website, [DMAS.KePRO.org](https://dmas.kepro.org). Click on Virginia Medicaid. They may also be reached by phone at 1-888-VAPAUTH or 1-888-827- 2884, or via fax at 1-877-OKBYFAX or 1-877-652-9329.

KePRO CONTACT INFORMATION

KePRO will accept requests for PA via iExchange (direct data entry through the web), fax, mail, or phone. To submit requests via iExchange, log on to [DMAS.KePRO.org](https://dmas.kepro.org) and register for a provider web account. You must have a provider web account before submitting information through iExchange. To register for a web account, you must know your Medicaid provider number and tax identification number.

To submit requests via phone, fax, or mail you may submit your requests to:

KePRO

Toll Free Phone: 1-888-VAPAUTH (1-888-827-2884)

Local Phone: (804) 497-1333

Fax: 1-877-OKBYFAX (1-877-652-9329)

2810 N. Parham Road, Suite 305

Richmond, VA 23294



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CHANGES TO COMMUNITY MENTAL HEALTH REHABILITATIVE SERVICES MANUAL

The attached table shows the changes to the manual. Please download and insert the new pages in your manual and retain the attached table. The changes described in this Memorandum are effective **June 19, 2006**. Please review these changes carefully. These changes provide for the following:

"HELPLINE"

KePRO can be reached at 1-888-VAPAUTH (1-888-827-2884) to answer your questions regarding prior authorizations. Submit requests or questions via phone, fax, or mail to:

KePRO

Toll Free Phone: 1-888-VAPAUTH
(1-888-827-2884) Fax: 1-877-OKBYFAX
(1-877-652-9329)

2810 N. Parham Road, Suite 305

Richmond, VA 23294

COPIES OF MANUALS

DMAS publishes electronic and printable copies of its Provider Manuals and Medicaid Memoranda on the DMAS website at www.dmas.virginia.gov. Refer to the "DMAS Content Menu" column on the left-hand side of the DMAS web page for the "Provider Services" link, which takes you to the "Manuals, Memos and Communications" link. This link opens up a page that contains all of the various communications to providers, including Provider Manuals and Medicaid Memoranda. The Internet is the most efficient means to receive and review current provider information. If you do not have access to the Internet or would



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like a paper copy of a manual, you can order it by contacting Commonwealth-Martin at 1-804-780-0076. A fee will be charged for the printing and mailing of the manuals and manual updates requested.

PROVIDER E-NEWSLETTER SIGN-UP

DMAS is pleased to inform providers about the creation of a new Provider E-Newsletter. The intent of this electronic newsletter is to inform, communicate, and share important program information with providers. Covered topics will include changes in claims processing, common problems with billing, new programs or changes in existing programs, and other information that may directly affect providers. If you would like to receive the electronic newsletter, please sign up at www.dmas.virginia.gov/pr-provider_newletter.asp.

Please note that the Provider E-Newsletter is not intended to take the place of Medicaid Memoranda, Medicaid Provider Manuals, or any other official correspondence from DMAS.